

1 What is the Long Term Administrative Support Contract (LTASC)?

The Long Term Administrative Support Contract (LTASC) is a multiple award ID/IQ acquisition to provide administrative services on a long-term basis (a period of at least twelve months) across all Institutes, Centers and Offices (ICs) within the National Institutes of Health (NIH). This contract consists of a base year plus four option years.

2 What are the benefits of using the LTASC?

- Multiple awards help to ensure task order proposals are competitive.
- Competition encourages strong vendor performance and placement of qualified administrative personnel.
- Emphasis on vendor's mid-level management structure facilitates proper supervision of administrative support personnel.
- Strong vendor salary and benefits packages will promote high moral and encourage retention of administrative support personnel.
- The focus on long-term administrative personnel reduces unnecessary re-training and helps the administrative personnel gain a firm understanding of day-to-day responsibilities and workflow.

3 What contract types are available for the task orders?

Task orders may be either Firm-Fixed-Price or Labor-Hour.

4 What are the administrative labor categories handled through the contract?

Brief descriptions of the various levels of administrative support available under this contract are given below. For more information, refer to section 1.2.1 of the SOP.

- Admin 1: Entry-Level Administration Assistant
Performs basic level administrative functions including general clerical work
- Admin 2: Administrative Assistant
Performs administrative and office support activities that require an ability to multi-task and assist multiple NIH employees at once
- Admin 3: Senior Administrative Assistant
Performs complex administrative tasks and will typically be supporting senior staff
- Admin 4: Executive Assistant
Performs administrative duties for executive management

5 How do I choose the level of staff that I need?

Refer to the SOP for detailed descriptions of the four administrative positions available. The LTASC Program Support Team may be contacted to aid users in deciding which position description(s) match the user's needs.

6 Can I use ARRA funds?

It has been determined that ARRA funds may not be used because ARRA funds will only be available until September 2010. The period of performance for all orders under this contract must be for one year. There are other mechanisms that can and should be used in the interim such as the DHHS Strategic Sourcing BPA and the GSA schedule.

7 How do I place an order on the Long-Term Administrative Support Contract?

Detailed instructions on how to place a task order against the LTASC are provided in section 3 of the SOP. The basic acquisition process is described below:

1. The IC Task Order Team creates a Task Order Request Package (TORP) using the electronic Government Ordering System (eGOS).
 - The TORP includes a simple Statement of Work (SOW) defining the administrative support requirement.
2. The LTASC Program Support Team reviews the TORP's scope.
3. The LTASC Program Support Team releases the TORP confirming compliance with the Fair Opportunity Act.
 - Exceptions to the Fair Opportunity Act are not anticipated.
4. Vendors respond to the TORP with either a proposal (resumes) or a "No Response" statement.
5. The IC Task Order Team evaluates the proposals and selects the Awardee.
6. The IC Task Order Team awards the task order.

8 Is there a fee?

Fees will be a consolidated assessment based on usage. In 2010 the fee will be based on the usage of the Kelly contract. In 2011 the fee will be based on the actual LTASC usage for 2010.

Fees support:

- Establishing and maintaining the website
- Maintaining eGOS, the task order management system
- Performing task order scope reviews
- Collecting and distributing past performance to NIH community
- Customer relations and addressing issues regarding LTASC vehicle
- Infrastructure and templates
- Contract oversight
- Training

9 How am I able to maintain my current administrative support personnel?

Vendors will respond to task orders with proposals containing qualified candidates, some of which may include NIH experience. There is no guarantee that you will be able to retain your current staff. A fact sheet will be available soon for project officers experiencing a need for transition.

10 What can I say if I am approached by current NIH Staffing Support contract personnel?

Please be cautious regarding interacting with current NIH Staffing Support contract administrative personnel. Due to legal constraints, it is not permitted to direct, advise, or guide vendor employees. This policy prevents you from recommending any particular LTASC vendors to the current administrative support personnel. Kindly provide the personnel general, public information about LTASC including the LTASC fact sheet and provide them with the LTASC website URL <http://LTASC.od.nih.gov> for additional information.

11 What support is available regarding LTASC?

The LTASC Program Support Team is available to consult users of the contract. The team will prepare and conduct information sessions to assist IC Customers in understanding and using the LTASC vehicle. In addition, materials such as the SOP document and a fact sheet are available on the LTASC Program Support Team's website at <http://LTASC.od.nih.gov>.